COMMUNITY DEVELOPMENT SYSTEM UPDATE

Jane Reeve- Chief Information Officer

Richard Maidenbaum- Deputy Chief Information Officer

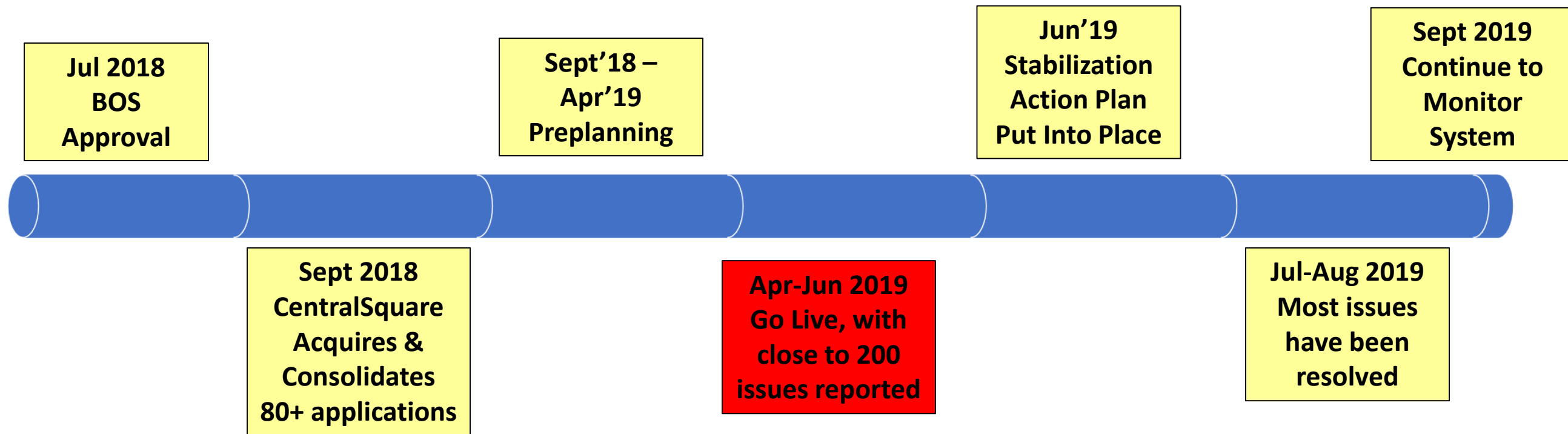**Larry Anderson-** IT Program Manager

September 10, 2019

History/Budget

➢ **Previous Community Development system – end of life 2017**

➢ **New (current) Trakit9 system – implemented April 2019**

    ➢ **CIP funded in FY17 budget**

        ➢ **Contract approved by BOS on 7/10/2018**

        ➢ **Superion LLC merged with Central Square 9/5/2018**

➢ **Phase I - $230,100 – Implementation April, 2019**

➢ **Phase II - Proffers and other enhancements (future implementation)- No Contract/SOW to date**

➢ **Total paid to CentralSquare - $81,239**

Timeline

➢ **We continue to work diligently with the CentralSquare team to resolve all issues and stabilize the system.**

Jul 2018 BOS Approval

Sept'18 – Apr'19 Preplanning

Jun'19 Stabilization Action Plan Put Into Place

Sept 2019 Continue to Monitor System

Sept 2018 CentralSquare Acquires & Consolidates 80+ applications

Apr-Jun 2019 Go Live, with close to 200 issues reported

Jul-Aug 2019 Most issues have been resolved

Issues Summary

Trakit- 9 Status as of 9/06/2019

Number of Tickets

	Total	Open	Closed
Critical	62	2	60
Non Critical	163	15	148
Total	225	17	208
Percentage of Total		7.6%	92.4%
Critical		0.9%	26.7%
Non Critical		6.7%	65.8%

Aging of Open Tickets

	Total	Critical	Non Critical	%
Apr & Prior	2	0	2	11.8%
May	2	0	2	11.8%
Jun	5	1	4	29.4%
Jul	2	1	1	11.8%
Aug	4	0	4	23.5%
Sept	2	0	2	11.8%
Total	17	2	15	100.0%

Critical Tickets By Type

	Total	Open	Closed	%
Third Party	14	0	14	22.6%
Inspection	10	0	10	16.1%
Data	8	0	8	12.9%
Permit	8	0	8	12.9%
Software	6	0	6	9.7%
Fees	5	0	5	8.1%
Bonds	4	0	4	6.5%
Reporting	4	0	4	6.5%
Other	3	2	1	4.8%
Total	62	2	60	100.0%

Looking Forward

➢**Rebuild user confidence in the system**

➢**Continue monitoring of the system**

➢**Address reported issues in a timely manner**

➢**After action reviews to apply any lessons learned**

CST- System Stabilization Approach

Implementation Approach

CentralSquare

- Install and migration assistance
- Confirm that primary system functions are available
- 24 custom reports
- Standard training
- 80hrs Project Management

Spotsylvania

- Fully test the system
- Functions & features and reports may vary from the previous version

Stabilization Approach

- Executive oversight and management
- Coordinated resources across different teams
- Daily joint team calls
- Onsite resources
- Configuration changes
- Refresher training
- System performance assessment

Lessons Learned

- Governance
- Technology focused only
- Structured delivery
- Structured testing
- Issue resolution

CST- Looking Forward

➢ **August 2019- Completion of an onsite performance assessment (functional & technical), that includes recommendations on continuous improvements to the system**

➢ **September 2019-Wrap-up remaining stability issues**
  ➢ **Optimize usability**
  ➢ **Continue to drive user confidence and acceptance**
  ➢ **Continued reduction in new and recurring issues**
  ➢ **CST is not required in day-to-day system support**

➢ **Future state – leveraging new features/functions of the system**